

THE CITY OF KNOXVILLE

CIVIL SERVICE JOB ANNOUNCEMENT

Civil Service Department, Suite 569, City County Bldg, 400 Main Street, Knoxville, TN 37902 (865) 215-2106. Web: www.knoxvilletn.gov

3066

Collections Specialist

(Entry-Level and Promotional)

11/14/2018

Drug testing may be required

ENTRY-LEVEL SALARY: \$ 30,365 annually

PAY GRADE RANGE: \$ 30,365 - \$ 43,908 annually (Pay Grade 4)

The City of Knoxville requires as a condition of employment that all newly employed individuals, former employees that have been re-hired, or employees promoted to a new classification will receive their paychecks by way of automatic direct deposit.

Starting and promotional salaries will be determined based upon applicant qualifications and in accordance with Civil Service Merit Board Rules and Regulations.

The City of Knoxville only accepts online applications. To apply, go to www.knoxvilletn.gov. **You must complete ALL APPLICABLE SECTIONS of the application. DO NOT LEAVE SECTIONS BLANK SIMPLY BECAUSE THAT INFORMATION APPEARS ON YOUR RESUME. Doing so could result in your application being deemed incomplete.** If you need assistance submitting an application, you may visit the Civil Service office at the address listed above.

The following documents **MUST** be submitted online by **4:30 p.m. on: Tuesday, November 27, 2018.**

- Completed City of Knoxville Online Application
- Detailed Resume (upload and attach to your online application)
- If you have questions regarding your application or need help applying, please email mbfoster@knoxvilletn.gov before the posting deadline.

JOB DESCRIPTION: Please See Attached Position Description

MINIMUM REQUIREMENTS

Unless stated otherwise, applicants must possess and/or meet the following minimum requirements prior to the application deadline.

- Current City Employees may apply, but must have completed initial Civil Service probationary period and must have received a satisfactory performance rating on their last evaluation to receive promotional preference.
- Graduation from a standard high school or equivalent.

Preference may be given to candidates with some experience in accounts receivables.

EXAMINATION

Applicants meeting the minimum qualifications will be scheduled for the written test (100% of final score). The written test will include sections on basic math, customer service, basic computer use, record keeping, problem solving and working relationships.

Note: Background checks will be conducted.

AN EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE

The City of Knoxville does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, veteran status, disability, gender identity, genetic information, or sexual orientation in employment opportunities.

POSITION DESCRIPTION

City of Knoxville

Class Title: Collections Specialist	Working Title: same	PCN :
	Incumbent:	Created: July 1, 2013 Updated: June 17,2015

GENERAL DESCRIPTION

Under general supervision, performs work involving the collection of a variety of property and business taxes and the issuance of appropriate licenses.

ESSENTIAL FUNCTIONS

Provide counter service to customers; accept and apply tax payments, answer questions regarding property and/or business tax, accept and process applications for various licenses and permits.
Utilize Revenue System to maintain accurate audit trail of all transactions.
Answer telephone and provide information on a variety of topics.
Count money, close out register, and total receipts at end of each day; complete cash reports and deposits.
Assist customers in relation to delinquent taxes
Process various forms of electronic payments/inquiries.
Assists elderly property owners in tax relief application and verification.
Files bankruptcy claims as required and coordinates correspondence to and from the bankruptcy court.
Processes refunds.
Processes miscellaneous receipts for money received from various City departments.
Coordinate and manage properties through the tax sale process.
Work with various county offices communicating problems/discrepancies with the property tax roll.
Audit reports to determine accurate reporting to the State.
Various office duties; order supplies, pay vendors, schedule maintenance on office equipment.
Attend various public meetings as necessary.
Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of basic mathematical principles and practices.
Knowledge of public relations and customer service practices and techniques.
Knowledge of basic computer use (such as word, excel, etc)
Knowledge of financial record keeping principles, practices, and procedures.
Ability to evaluate situations and take appropriate actions.
Ability to establish and maintain effective working relationships with the public, officials, and fellow employees.
Ability to maintain clerical records.

PHYSICAL REQUIREMENTS

This position consists of primarily sedentary work, requiring the incumbent to exert up to 10 pounds of force occasionally, or a lower amount of force frequently, in order to lift/carry, push/pull or otherwise move objects. The job involves sitting most of the time, but may involve walking or standing for brief periods of time. A description of the specific physical requirements associated with this position is maintained on file in the Civil Service office for review upon request.

MENTAL REQUIREMENTS

This position uses relevant principles and procedures to solve practical problems and to deal with a variety of concrete variables in situation where only limited standardization exists. A description of the specific mental requirements associated with this position is maintained on file in the Civil Service office for review upon request.

MINIMUM REQUIREMENTS

Graduation from a standard high school or equivalent.

Some experience in accounts receivables preferred.